



**Arizona Department of Health Services
Office for Children with Special Health Care Needs
Integrated Services Grant**



**ISG – Parent Action Council
January 11, 2007
Meeting Minutes**

Attendees: Barbra Bower, Nancy Torres, Linda Strayer, Twila Pochoema

MEETING ITEM	SPEAKER	DISCUSSION	ACTION ITEMS
Welcome and Introductions	Nancy Torres	Nancy Torres- ADHS-OCSHCN, welcomed the ISG Parent Action Council members to the meeting.	
Medical Home Project		<p>Laura Henry, The Office for Children with Special Health Care Needs, Medical Home Manager, sent out two marketing tools via email. Please let Laura know if there are any problems opening the email attachments. Laura Henry, 602-364-1476, HENRYLA@azdhs.gov</p> <p>Medical Home Project Update</p> <ul style="list-style-type: none">• Currently there are four teams: Chino, Quest to Cure, Hopi Reservation, and Verde Valley.• Screening tools are down to just two tools: PEDS and M-CHAT which measures autism• Teams will be purchasing laptops for the coordinators• Teams want to know what their roles will be• Currently seeking agreements between each team and site• Working on a training component for the care coordinator and possibly the team• Researching how to evaluate the grant at the end (satisfaction)• Teams can possibly conduct focus groups and surveys to the care coordinator, doctors, and families. <p>Tucson is interested in beginning a medical home project.</p>	<ul style="list-style-type: none">• Laura can check with Tucson CRS and see if they are interested in partnering for a medical home project in Tucson.

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Medical Records		<p>It is extremely important that the entire medical file follow the child. The doctors need to have all information to be able to offer the best care for the child.</p> <p>Possible project can be education to assure that families collect the entire file from each doctor/procedure. Possible ways to distribute info:</p> <ul style="list-style-type: none"> • Team meetings/newsletters • Post education on website • E-learning module • Care coordinators • Home Health nurses • Post flyers in CRS clinics 	
Grievance Procedures		Education is needed on how to access information on grievance and appeals and due process. Some concerns expressed were that the paperwork has not been family friendly and no instructions were included for follow up (writing vs. phone). Parents need to know what the steps are to get an issue resolved. Also, to assure that they will not be discriminated or receive disrespect from any of the parties involved.	
Tasks of the Parent Action Council		The committee representatives are encouraged to bring one person to the July meeting. It can assist us in gaining new members and give them some resourceful information.	
Questions / Discussion; Items from the Floor		Can we have a speaker come and present on behalf of these issues? July's meeting would be best date, since it is in Phoenix.	Barb will check with Jim Murray from AZ Disability Law to see if he's available to speak.
Next Meeting		Next ISG PAC Quarterly Meeting April 12, 2007 11am-2pm, Via conference call	